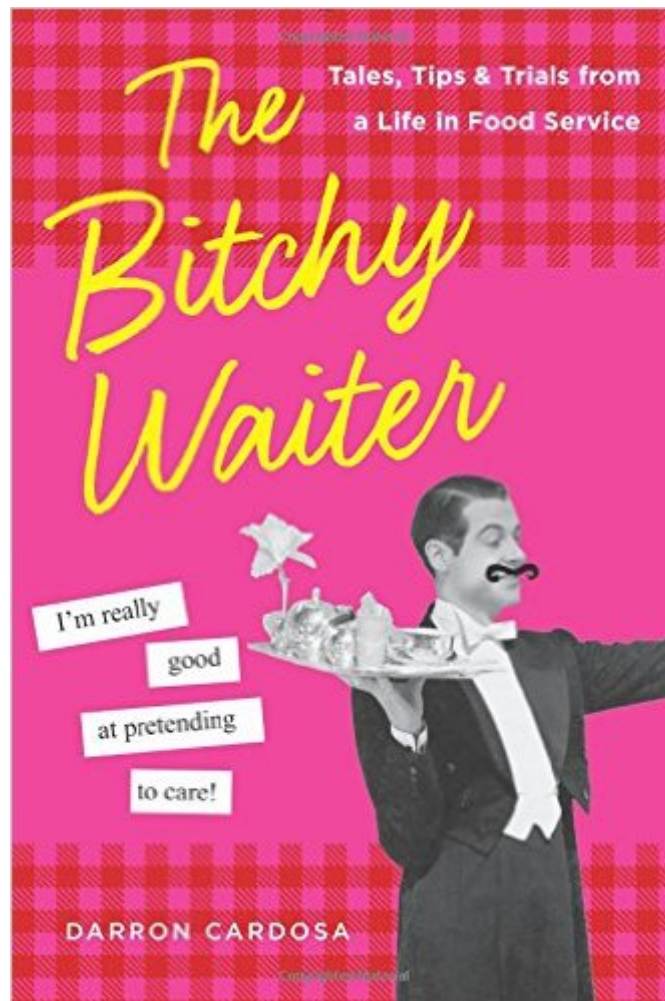


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# The Bitchy Waiter: Tales, Tips & Trials From A Life In Food Service



## Synopsis

Millions of people have, at some point in their lives, waited tables. Some only did it in college, or got out by sheer determination, good luck . . . or suicide. Others took it on as permanent employment. And many remain haunted by nightmare scenarios where they are the sole server in a restaurant packed with complaining patrons. For all those disenchanting current and former food service employees, Darron Cardoso has your back. His career began at a Texas steakhouse in 1984, and since 2008 he's vented his frustrations in the popular blog *The Bitchy Waiter*. A snarky mix of David Sedaris, Anthony Bourdain, Erma Bombeck, and Mo Rocca, Cardoso distills 30 years of food service into dark, funny tales about crazy customers, out-of-control egos, and what really goes on in that fancy restaurant that anyone who worked in the industry will recognize and relate to.

## Book Information

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## Customer Reviews

Full Disclosure: When I was 19, I was dying for a pizza and I had just enough to order one so I did and I didn't have any left over for a tip and the delivery guy wasn't subtle in his disgust. And why should he have been? This was over a quarter of a century ago and I still, to this day, feel badly about it and never forgot it. So while this book and blog certainly did not recover any memories, it does make me feel worse and I wish I could find that guy now and make it up to him. "The Bitchy Waiter" isn't just a "Best of" Cardoso's highly addictive "Bitchy Waiter" blog that keeps me laughing every day - even though it is filled with some of the most memorable moments of his years waiting tables and dealing with the good, the bad and the very ugly. The oh so ugly. There's also new material, funny asides, photo commentary. I received my book the other night and as I am taking a

trip in the next few days, I thought, "How perfect, I will read this as I travel!" Well, the best laid plans of mice and men. I am already halfway through and I can't stop laughing. But underneath Cardoso's funny stories and quick wit are some really hard truths. The way people treat service staff, just the casual disregard and rudeness can be really disheartening. You see it in the comments section on Cardoso's blog all the time: "Why are we expected to tip you? I don't get tips at my job!" (That's probably because you get a full wage, you dunderhead.) People seem to think if you're a server, you've somehow "failed" in life or are in transit. Cardoso makes it clear, many people are pretty happy being exactly where they are. So why be a bitchy waiter? Please. Take any job you've ever been in, add "bitchy" before the job title, write a book and there you go. You can do it too. Cardoso just got there first, he's most likely a lot funnier than you. Highly recommended for everybody to read this book. Give a copy to your friend who is rude to servers. Anonymously send it to the person who is a lousy tipper. Maybe you'll start to feel much more empathy for the people who wait on you and you'll stop saying, "When you've got a minute..."

A truly enjoyable slice of life in the service industry by Darron Cardoso. His blog is phenomenal, but the way he has turned his experiences into a book is specifically worthy of praise. There have been lots of books that came from blogs, but unlike some of the others, you can tell that he has a genuine love of and aptitude for writing in both formats. Anyone who has ever had to work with the public, food service or not, will relate to the struggle, frustration, and exceptional joys of working with a quirky cast of characters to serve yet another quirky cast of characters. With the occasional celebrity appearance and flashback to his early days, the author truly has something to say and the flair to keep us spellbound while he does. Anyone can bitch about work, and we all often do. But Cardoso conveys in a genuine, eloquent manner that beyond his moniker, he loves what he does. As I read this, I was reminded, in a way that I had temporarily forgotten, that I also love what I do. Especially compared to the cost of the therapy you might otherwise need to come to that realization, this book is a steal.

Been in the business for 35 years. This is the book I started- but never finished writing years ago! It's all spot on. People not in the industry need to read this to learn how to behave in restaurants. By the way the title of my book was coincidentally going to be called The Customer is Not Always Right: how to get the service you deserve when dining out. Great job, Bitchy! At times I laughed until my stomach hurt.

I spent many years in the restaurant business, both in the front and the back of the house. I am retired from all of that now, but if there is one thing I took away from it all, it was how to NOT be an a-hole as a restaurant customer. I have been a fan of the Bitchy Waiter blog for years, and often identified with what he writes about. This book did not disappoint. He is funny, profane (yes, he does drop the F-bomb a lot, but wouldn't you in his situation?), and truthful. This book should be required reading for anybody who ever sets foot in a restaurant at all, ever. Buy this book, enjoy it, and please be sure to tip your server when you go out to eat!

There's not a lot that's new in this book. We don't learn how they built the atom bomb. We don't learn insider stuff about how hotels or hospitals or air traffic control towers work. What we get is amiable and snarky venting by an experienced, observant, funny, and actually pretty decent professional waiter. Most of the stories - well, you can see where they're headed. These aren't tales with O. Henry twists; they're more like old-fashioned morality tales intended to instruct and educate the gormless restaurant patron. So, Cardoso vents, he explains, he illuminates, he shames, and he kvetches. This isn't a read-it-cover-to-cover at one sitting book. It's bloggy and episodic. It's presented, appropriately enough, in little bite sized pieces, so you can sample and browse. Incidents are broken up and chapters are illustrated with cleverly captioned old-fashioned photos, which gives the book an even greater air of casual good humor. And maybe that's it - while Cardoso is certainly snarky and can do exasperation and berating with the best of them, the book is fundamentally good humored and more or less resigned to the fact that some people can sometimes be asses. If only just for the vicarious pleasure of watching our author get the upper hand in most of his encounters with most of these people the book is a worthwhile diversion. So, a pleasant read and a happy find. ((Please note that I received a free advance will-self-destruct-in-x-days Adobe Digital copy of this book in exchange for a candid review. Apart from that I have no connection at all to either the author or the publisher of this book.))

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